India (TRAI) monitors the performance of the service providers against the Quality of Service (QOS) benchmarks laid down by it through the quarterly Performance Monitoring Reports (PMRs) and monthly congestion reports submitted by the service providers. As per the PMR for the quarter ending March, 2009, MTNL/BSNL Cellular Mobile Telephone services are generally meeting the benchmarks for network related parameters such as Service Access Delay (Benchmark Average of 100 calls = <15 sec.), Stand-alone Dedicated Control Channel (SDCCH) Congestion (Benchmark ~ <1%), Traffic Channel (TCH) Congestion (Benchmark ~ <2%), Call Drop Rate (Benchmark ~ <3%), Connection with good voice quality (Benchmark ~ >95%) and Point of Interconnection (PoI) Congestion (Benchmark ~ <0.5%) with the following exceptions:—

Service Provider	Parameters	Service Area
BSNL		Karnataka (2.70%)
MTNL	TCH congestion <2%	Delhi (2.35%)

Regarding the breakdown in mobile communication, there is a parameter in the above regulation on accumulated down time of community isolation, the benchmark of which is <24 hours in a quarter. BSNL and MTNL complies with the benchmarks for this parameters in all the service areas.

(c) TRAI has been taking various steps to ensure quality of service by Basic Service and Cellular Mobile Service providers. Some of these steps are given below:—

1. TRAI has been monitoring the performance of Basic Service and Cellular Mobile Service against the benchmarks given for the various parameters laid in Quality of Service Regulations through Quarterly Performance Monitoring Reports. In addition, PoI congestion is being monitor on monthly basis.

2. TRAI also undertakes objective assessment of the Quality of Service of Basic and Cellular Mobile Service through an independent agency. A customer satisfaction survey is also conducted quarterly through this agency. The results of these audit and survey were widely published for public/stakeholders knowledge.

3. Apart from monitoring of the QoS through Quarterly Performance Monitoring Reports and objectives assessment of QoS and customer satisfaction survey through an independent agency, TRAI has issued number of Regulations and Directions to ensure QoS of Cellular operators.

Postal services

2124. SHRI GIREESH KUMAR SANGHI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the postal services, particularly the delivery system in the country in general is getting deteriorated;

(b) if so, the reasons therefor; and

(c) the measures proposes to take to improve the situation?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) to (c) No, Sir. There is regular monitoring of mail transmission and delivery carried out in all the post offices. Efforts are made to deploy adequate manpower in the expanding urban conglomerations through rationalization/ restructuring of delivery. Surprise checks are also carried out by the supervisory staff and officers with respect to delivery of mail.

Regulatory body for private mobile towers

2125. SHRI PRAVEEN RASHTRAPAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether his Ministry prepared any regulatory body for erection of private mobile towers in residential areas;

(b) if so, the details thereof;

(c) whether the Ministry is aware about public protest against erection of mobile towers which are adversely affecting the health of residents in neighbourhood; and

(d) if so, the actions that are proposed to regulate the system?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) No, Sir.

(b) Does not arise in view of (a) above.

(c) Yes, Sir.

(d) Government has also inserted a clause in the Service Licence Agreement stating "Licensee shall conduct audit and provide self certificates annually as per procedure prescribed by Telecommunication Engineering Centre (TEC)/or any other agency authorized by Licensor from time to time for conforming to limits/levels for antennae (Base Station Emissions) for general public exposure as prescribed by International Commission on Non-Ionizing Radiation Protection (ICNIRP) from time to time."

Special Purpose Vehicle

2126. SHRI M.P. ACHUTHAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government is planning to set up a Special Purpose vehicle (SPV) to provide Information Technology (IT) services to rural India; and

(b) if so, the main features thereof?

THE MINISTER OF STATE FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) Government is setting up Special Purpose Vehicle (SPV) for the Common Service Centres (CSC) Scheme for channelising Government content and for aggregating services.